

1. Network Service Quality Performance Report for the Quarter ending March 2021

Name of Service Area / City	Network Availability		Connection Establishment (Accessibility)			Connection Maintenance (Retainability)			POI
	BS Accumulated down-time (not available for service) (%age)	Worst affected BSs due to down-time (%age)	Call Set-up Success Rate and Session Establishment Success Rate for Circuit Switched Voice or VoLTE as applicable(within licensee's own network)	SDCCH/ Paging Channel Congestion/ RRC Congestion (%age)	TCH, RAB and E-RAB Congestion (%age)	Network QoS DCR Spatial Distribution Measure [Network_QSD(90,90)]	Network QoS DCR Temporal Distribution Measure [Network_QTD(97,90)]	Connections with good voice quality, Circuit Switched Voice Quality and VoLTE quality	Point of Interconnection (POI) Congestion (on individual POI) - No. of POIs not meeting the benchmark
1	5	7	8	9	10	13	14	15	16
Benchmark	≤ 2%	≤ 2%	≥ 95%	≤ 1%	≤ 2%	≤ 2%	≤ 3%	≥ 95%	≤ 0.5%
Andhra Pradesh	0.03	0.04	99.65	0.011	0.000	0.23	0.35	99.96	0
Assam	0.25	1.03	99.62	0.003	0.000	0.59	0.69	99.93	0
Bihar	0.12	0.35	99.29	0.000	0.000	0.41	0.53	99.95	0
Delhi	0.10	0.32	99.62	0.000	0.000	0.14	0.26	99.96	0
Gujarat	0.10	0.30	99.59	0.000	0.000	0.20	0.31	99.95	0
Haryana	0.12	0.56	99.45	0.000	0.000	0.31	0.53	99.96	0
Himachal Pradesh	0.12	0.53	99.63	0.000	0.000	0.16	0.28	99.98	0
Jammu And Kashmir	0.17	0.82	99.71	0.000	0.001	0.26	0.39	99.97	0
Karnataka	0.06	0.07	99.72	0.002	0.000	0.18	0.31	99.96	0
Kerala	0.04	0.05	99.70	0.000	0.000	0.00	0.32	99.96	0
Kolkata	0.02	0.04	99.69	0.002	0.000	0.10	0.20	99.98	0
Madhya Pradesh	0.16	0.55	99.63	0.005	0.000	0.34	0.46	99.94	0
Maharashtra	0.34	1.79	99.62	0.001	0.000	0.31	0.40	99.94	0
Mumbai	0.24	0.94	99.67	0.002	0.000	0.14	0.22	99.96	0
North East	0.99	1.71	99.53	0.001	0.001	0.87	1.11	99.94	0
Odisha	0.07	0.11	99.54	0.001	0.000	0.28	0.38	99.95	0
Punjab	0.10	0.30	99.56	0.000	0.000	0.12	0.25	99.97	0
Rajasthan	0.06	0.12	99.64	0.003	0.000	0.30	0.40	99.96	0
Tamil Nadu	0.02	0.02	99.67	0.002	0.000	0.17	0.29	99.96	0
Uttar Pradesh (East)	0.28	1.32	99.09	0.003	0.000	0.35	0.47	99.95	0
Uttar Pradesh (West)	0.17	1.02	99.32	0.032	0.000	0.34	0.45	99.95	0
West Bengal	0.07	0.23	99.55	0.002	0.000	0.45	0.56	99.94	0

BS - Base Station and includes BTS, Node B and eNodeB.

RRC —Radio Resource Controller

RAB—Radio Access Bearer

eNodeB - Evolved Node B

BTS - Base Transceiver Station

Node B - A Base Station that acts as a logical node in a Universal Terrestrial Access Network based on Wideband CDMA(WCDMA) technology.

2. Details of appeals handled by Appellate Authority during Quarter Ending March 2021

S. No.	Service Area	Pending appeals of previous quarter	Total No. of appeals received during the Quarter	Total no. of appeals to be decided during the Quarter	Total no. of appeals disposed during the quarter	Total No. of appeals pending for decision on the last day of Quarter
1	Andhra Pradesh	13	17	30	27	3
2	Assam	3	2	5	5	0
3	Bihar	4	23	27	18	9
4	Delhi	11	19	30	25	5
5	Gujarat	5	24	29	24	5
6	Haryana	4	7	11	9	2
7	Himachal Pradesh	1	4	5	4	1
8	Jammu & Kashmir	0	6	6	5	1
9	Karnataka	14	21	35	27	8
10	Kerala	2	7	9	8	1
11	Kolkata	8	16	24	24	0
13	Madhya Pradesh	4	10	14	11	3
12	Maharashtra	6	43	49	29	20
14	Mumbai	11	21	32	27	5
15	North East	1	2	3	2	1
16	Odisha	1	9	10	8	2
17	Punjab	5	3	8	7	1
18	Rajasthan	2	8	10	8	2
19	Tamilnadu	4	16	20	16	4
20	UP(East)	3	18	21	19	2
21	UP(West)	3	7	10	7	3
22	West Bengal	0	5	5	5	0
Total		105	288	393	315	78